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Kia Account - UVO Manuals and Troubleshooting Guides

Trouble shooting Guides - Kia Account in UVO

- #1. LOGIN Page - Why are there two LOGIN buttons?
- #2. Login - I cannot log in to Kia Account after upgrading
- #3. Login - I cannot log in with my UVO Account (existing users with UVO)
- #4. I have an account already, but it said invalid or incorrect email or password
- #5. I have a UVO Account but cannot find my account
- #6. I forgot my password and cannot log in to UVO App. What can i do?



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#1. LOGIN Page - Why are there two LOGIN buttons?

During the account transition phase from UVO account to KIA ACCOUNT, there are two LOGIN buttons in the UVO App Login screen.

If you have a UVO account created before 14.01.2021 and haven't upgraded your account:

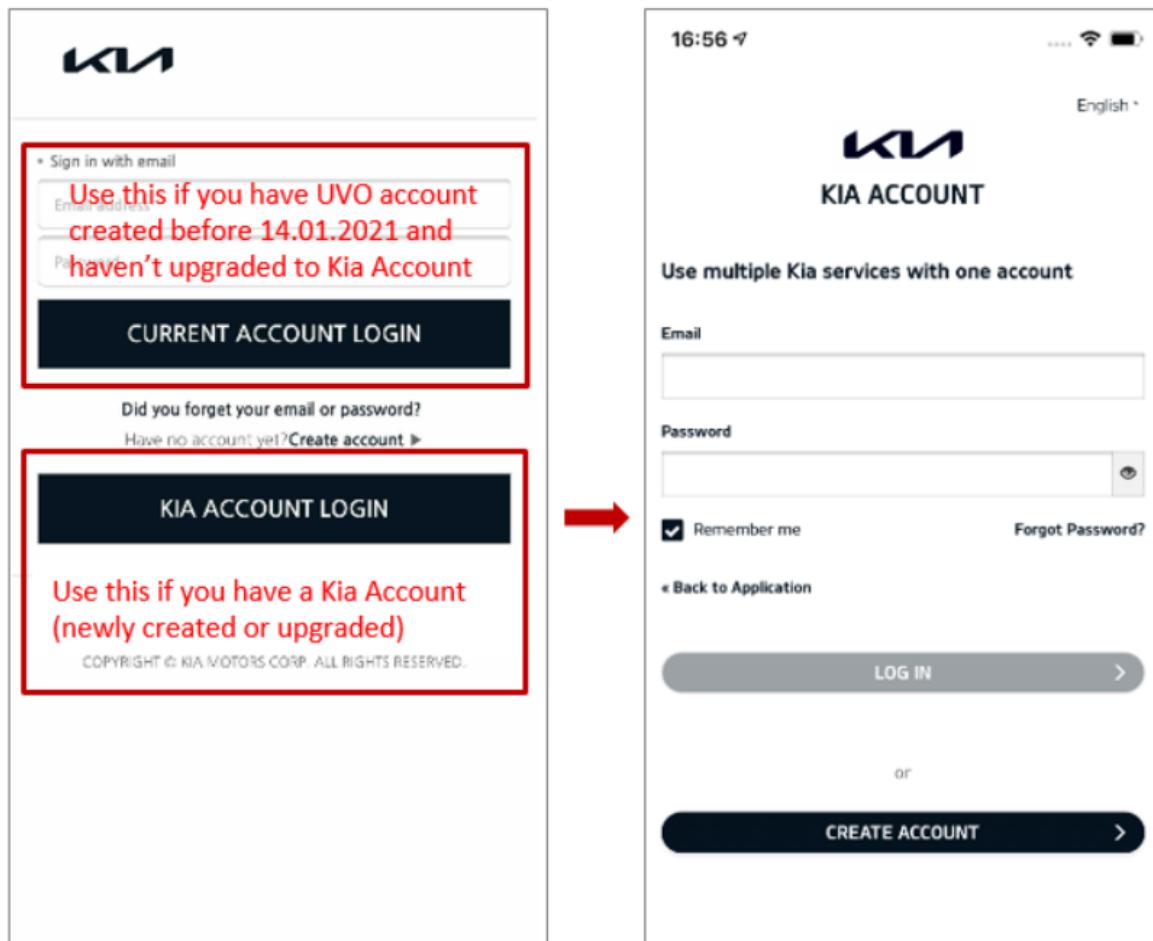
- Please enter your UVO email / password and click CURRENT ACCOUNT LOGIN!
- Follow Manuals for Existing Customers - UPGRADE process if you want to upgrade your account.

If you already have a KIA ACCOUNT (created by other Kia Application e.g. KiaCharge, KiaMobility, MyKia.., or after upgrading UVO account):

- Please click KIA ACCOUNT LOGIN and enter Kia Account credentials.

If you are a new user of UVO and don't have KIA ACCOUNT yet

- "Create account" button will lead you to Kia Account creation page. Follow Manuals for New Customers to create Kia Account and register with UVO.





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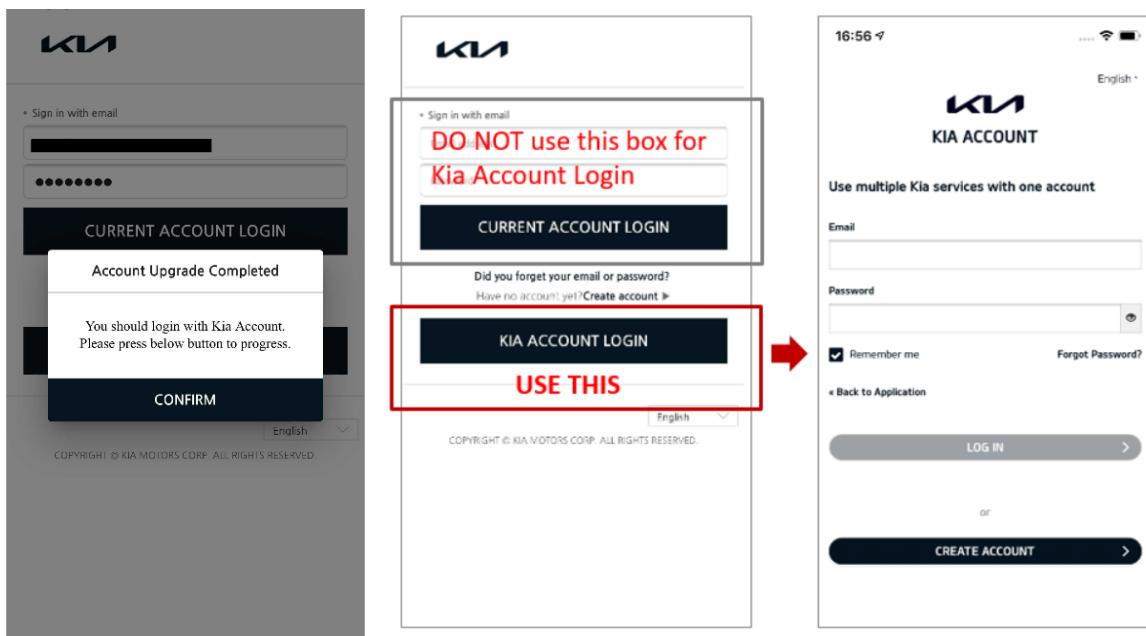
#2. Login - I cannot log in to Kia Account after upgrading

You successfully upgraded to KIA ACCOUNT but cannot LOGIN.

1. Check if you click the correct LOGIN button.

Check if you enter Kia Account in old UVO login screen. If your Kia Account email and password are correct entered, you should see the Upgrade message informing you to click KIA ACCOUNT LOGIN.

After clicking KIA ACCOUNT LOGIN, you will see a different login screen where you can enter your Kia account credentials.



2. Check if you enter correct credentials.

If you have forgotten your password for KIA ACCOUNT, please make sure to:

- Click KIA ACCOUNT LOGIN
- Choose Forgot Password
- Note: Do not choose Forgot Password on the main screen. This link is used for UVO account only.

See more at [**#6. I forgot my password and cannot log in to UVO App. What can i do?**](#)



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#3. Login - I cannot log in with my UVO Account (existing users with UVO)

You have a UVO account created before 14.01.2021 but cannot log in anymore.

If you saw this message, please check if you clicked KIA ACCOUNT LOGIN and entered UVO ACCOUNT.

If you want to use KIA ACCOUNT LOGIN, you need to go through UPGRADE process. See more at: Manuals for Existing Customers - UPGRADE process

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English

KIA ACCOUNT

Use multiple Kia services with one account

Invalid username or password.

Email: test@hh.com

Password:

Remember me [Forgot Password?](#)

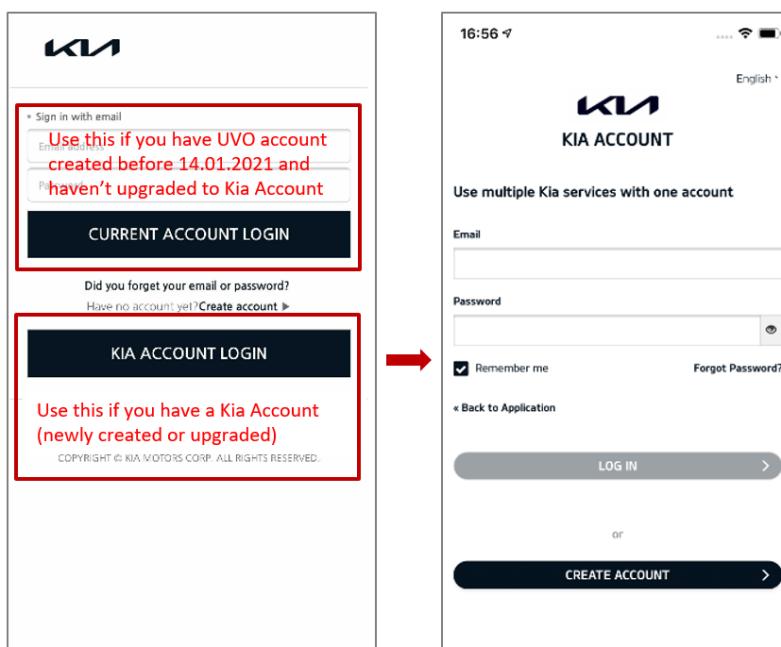
[« Back to Application](#)

LOG IN >

or

CREATE ACCOUNT >

If you have not upgraded UVO account to Kia Account, please click **CURRENT ACCOUNT LOGIN**. Do not click KIA ACCOUNT LOGIN.





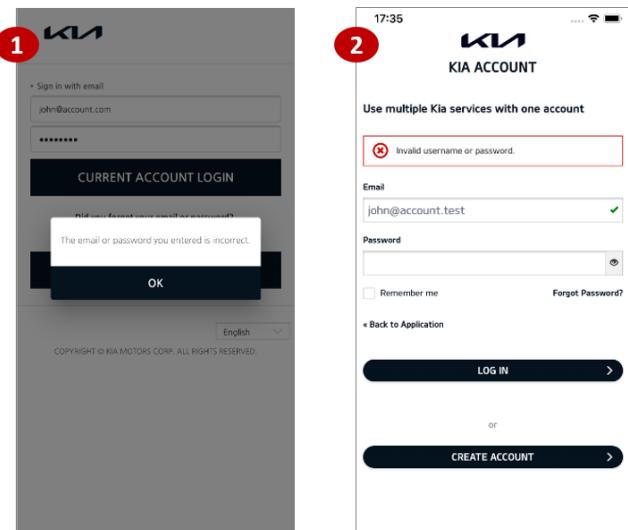
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#4. I have an account already, but it said invalid or incorrect email or password

Possible reason: Customers have mistaken UVO account vs Kia Account. In this case, you might see either of the following invalid message.

Case 1: When customers have a Kia Account (create newly or after upgrading), they should click the KIA ACCOUNT LOGIN button. If CURRENT ACCOUNT LOGIN is used, customer will see message 1.

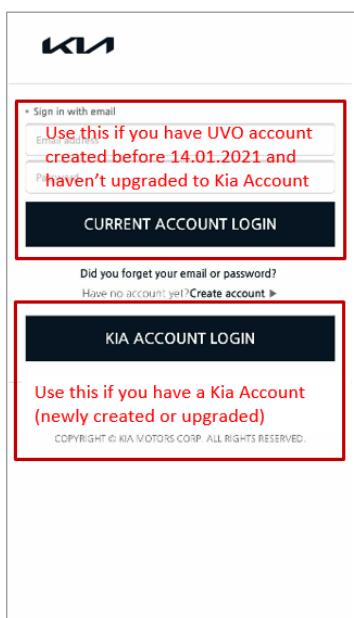
Case 2: When customers have a UVO Account, have not upgraded to Kia Account but use KIA ACCOUNT LOGIN.



Please remember this:

For old UVO User → CURRENT ACCOUNT LOGIN.

For Upgraded or new USER → KIA ACCOUNT LOGIN.





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#5. I have a UVO Account but cannot find my account

You create a Kia Account and choose find UVO Account. (See **Step 6, 7a, 8a** at Manuals for New Customer)

But it says the UVO e-mail or password is not valid.

Possible reason: (a) User did not remember correct UVO password or (b) User has made a typo during UVO registration

What to do?

→ **Ask user to double check the registered UVO account.**

They can either check it partially on the car screen under "UVO settings", or provide VIN or phone number to HAAE to check in the system (follow customer support process).

(a) If email is correct but they did not remember correct UVO Account password

→ Reset UVO Password

See Reset Password for UVO Account (ONLY applied for UVO existing customers)

→ Login to UVO

→ Link UVO with Kia Account (already created - see manuals for existing customer **step 4b-6b**).

(b) In case email registered to UVO has a typo.

Option 1:

→ Customer can reset UVO password by phone number (see guideline at Reset UVO password by mobile number).

→ Log in to UVO (CURRENT ACCOUNT LOGIN), remove the car (VIN) out of the UVO account with typo (tap menu button on top left of screen, choose the car symbol to go to My Vehicle page).

→ Login to Kia Account (already created) and newly registered to UVO. At Step 6, choose *continue UVO registration* instead of *Find UVO Account*

→ Finish Account process, Log in to UVO App with KIA ACCOUNT LOGIN and link the car (VIN) with UVO again.

Option 2

→ Customer can also deactivate UVO in the car to free the VIN from current UVO email (with typo). Reactivate UVO in the car again after that.

→ Login to UVO App with KIA ACCOUNT LOGIN (account already created). At Step 6, choose "Continue UVO Registration"

→ Finish Account process, Log in to UVO App with KIA ACCOUNT LOGIN and link the car (VIN) with UVO again.

This action will however delete all data (settings, trip data...) in the previous UVO Account.



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#6. I forgot my password and cannot log in to UVO App. What can i do?

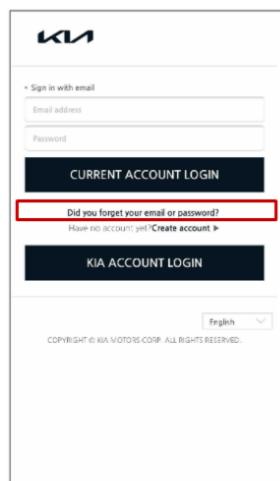
Case 1: Forget UVO Account password

Make sure customers choose "*Did you forget your email or password*" from the UVO App login screen.

This process is only used for UVO accounts created before 14.01.2021 and have not upgraded to Kia Account.

It will only be accessible during account transition phase.

→ For full process refer to: [**Reset password for Kia Account in UVO App - manuals**](#)



Case 2: Kia Account password

Make sure customers click KIA ACCOUNT LOGIN button to navigate to Kia Account environment.

Click "*Forgot Password*" from the KIA ACCOUNT login screen.

→ For full process refer to: [**Reset password for Kia Account in UVO App - manuals**](#)

